

**BHHM-10**

December - Examination 2015

**BHHM Examination****Front Office Operations and Hotel Accountancy****Paper - BHHM-10****Time : 3 Hours ]****[ Max. Marks :- 100**

**Note:** The question paper is divided into three sections A, B and C. Write answers as per given instructions.

**Section - A**

10 x 2 = 20

**Note:** Answer all ten questions. Maximum word limit 30 words for each question. All questions carry equal marks.

- 1) (i) What is front office?
- (ii) What is information technology?
- (iii) Explain the term 'Night Auditing'.
- (iv) Write the name of any two ledger which are maintaining in hotel business.
- (v) What is keys control?
- (vi) Write any two difference between trading account and profit and loss account.
- (vii) What is meant by fore casting of room availability?

- (viii) What is departmental accounting?
- (ix) State any two forms of safety of security measures in hotel industry.
- (x) What do you understand by budgetary control?

**Section - B**

4 x 10 = 40

**Note:** Answer any four questions out of eight. Maximum word limit is 200 word for each question. All questions carries equal marks.

- 2) Explain the role of computer in the front office operations.
- 3) Discuss the use of Property Management System (P.M.S) in hotels.
- 4) Differentiate between voucher and folio.
- 5) Explain the various types of room keys you may find in a hotel.
- 6) What is budgetary control? Discuss the benefits of budgetary control.
- 7) Explain the meaning and objectives of statutory audit.
- 8) Write the main features of internal control system.
- 9) Differentiate between guest ledger and city ledger.

**Section - C**

2 x 20 = 40

**Note:** Answer any two questions out of four. Maximum word limit is 500 words for each question. All questions carry equal marks.

- 10) What do you understand by the term night audit? Explain the various steps that included in the night audit process.
  - 11) Explain in brief the methods of calculating of room rate in context of hotel.
  - 12) What are the different types of budgets? Briefly discuss the various steps involved in preparing of budget.
  - 13) Explain in detail contents of the income statement of any hotel.
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